



ANN J. JACKSON
REGULATORY PARALEGAL

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FCC Mail Room

TELEPHONE: (404)442-0202
anjackson@cypresscom.net

February 18, 2010

Via Overnight Mail

Federal Communications Commission
Office of the Secretary
Marlene H. Dortch, Commission's Secretary
9300 East Hampton Drive
Capitol Heights, MD 20743

RE: Cypress Communications, Inc. - Consolidated
Filer ID Number: 824220
EB Docket No. 06-36

Dear Ms. Dortch:

Enclosed please find one (1) original and five (5) copies of the 2010 Annual Customer Proprietary Network Information Certification for Cypress Communications, Inc. (consolidated).

Please file the original and four (4) copies and return one (1) filed stamped copy to me at the address below. I have enclosed a return envelope for your convenience. Thank you for your assistance.

If you have any questions or need additional information, please contact me at anjackson@cypresscom.net or (404) 442-0202.

Sincerely,

Ann Jackson
Regulatory Paralegal

/ajj
Enclosures

No. of Copies rec'd 0+5
List ABCDE

cc: Best Copy and Printing, Inc. (via e-mail)

Annual Customer Proprietary Network Information Certification
Pursuant to 47 C.F.R. § 64.2009(e)
EB Docket No. 06-36

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February 9, 2010

Name of company: Cypress Communications, Inc. - Consolidated

Form 499 Filer ID: 824220

Name of signatory: Jack Harwood

Title of signatory: Vice President

I, Jack Harwood, certify that I am an officer of Cypress Communications, Inc. (the "Company") and, acting as an agent of the Company, I have personal knowledge that the Company has established operating procedures that are adequate to ensure compliance with the Commission's CPNI rules. *See* 47 C.F.R. § 64.2001 *et seq.*

Attached to this certification is an accompanying statement explaining how the company's procedures ensure that the company is in compliance with the requirements set forth in section 64.2001 *et seq.* of the Commission's rules.

The Company has not taken any actions (instituted proceedings or filed petitions at either state commissions, courts, or at the FCC) against data brokers in the past year. The Company has no information outside of Commission Docket No. 96-115, or information that is not otherwise publicly available (*e.g.*, through the news media) regarding the processes that pretexters are using to attempt to access CPNI. The Company is committed to taking additional steps in 2010 to protect CPNI, including updating its CPNI practices, procedures and systems, and conducting new training designed to ensure compliance with the FCC's modified CPNI rules.

The Company has not received any customer complaints in the past year concerning the unauthorized release of CPNI.



Jack Harwood

Vice President and General Counsel
Cypress Communications, Inc.
3565 Piedmont Road, Suite 600
Atlanta, Georgia 30305

Cypress Communications, Inc.
Customer Proprietary Network Information Certification
Attachment A

The Company has established practices and procedures adequate to ensure compliance with Section 222 of the Communications Act of 1934, as amended, and the Federal Communications Commission's ("FCC") rules pertaining to customer proprietary network information ("CPNI") set forth in sections 64.2001 – 64.2011 of the Commission's rules. This attachment summarizes those practices and procedures, which have been updated so that they are adequate to ensure compliance with the Commission's CPNI rules, as modified by the Commission in 2007.

Safeguarding against pretexting

- The Company takes reasonable measures to discover and protect against attempts to gain unauthorized access to CPNI, including the authentication of customers prior to disclosing CPNI based on customer-initiated contacts. Company is committed to notify the FCC of any novel or new methods of pretexting it discovers and of any actions it takes against pretexters and data brokers.

Training and discipline

- The Company trains its supervisory and non-supervisory personnel in an effort to ensure that its employees, in accordance with FCC regulations: (a) understand what CPNI is, (b) join in and carry-out Company's obligation to protect CPNI, (c) understand when they are and when they are not authorized to use or disclose CPNI, (d) obtain customers' informed consent as required with respect to its use for marketing purposes, and (e) keep records regarding receipt of such consent, customer complaints regarding CPNI and the use of CPNI for marketing campaigns.
- The Company employees are required to review Company's CPNI practices and procedures set forth in the Company's CPNI policy and to acknowledge their comprehension thereof.
- The Company has an express disciplinary process in place for violation of the company's CPNI practices and procedures. The careless or intentional failure to comply with these practices and procedures may result in disciplinary action, up to and including discharge.

Company's use of CPNI

- The Company may use CPNI for the following purposes:
 - To initiate, render, maintain, repair, bill and collect for services;
 - To protect its property rights; or to protect its subscribers or other carriers from fraudulent, abusive, or the unlawful use of, or subscription to, such services;
 - To provide inbound telemarketing, referral or administrative services to the customer during a customer initiated call and with the customer's informed consent.
 - To market additional services to customers that are within the same categories of service to which the customer already subscribes;
 - To market services formerly known as adjunct-to-basic services; and
 - To market additional services to customers with the receipt of informed consent via the use of opt-in or out-out, as applicable.

- The Company does not disclose or permit access to CPNI to track customers that call competing service providers.
- The Company discloses and permits access to CPNI where required by law (*e.g.*, under a lawfully issued subpoena or other CALEA request).

Customer approval and informed consent

- The Company has implemented a system to obtain approval and informed consent from its customers prior to the use of CPNI for marketing purposes. This system also allows for the status of a customer's CPNI approval to be clearly established prior to the use of CPNI.
 - Prior to any solicitation for customer approval, the Company notifies customers of their right to restrict the use of, disclosure of, and access to their CPNI.
 - The Company uses opt-in approval when using or disclosing CPNI for purposes other than permitted under opt-out approval or in 47 USC 222 and the FCC's CPNI rules.
 - A customer's approval or disapproval remains in effect until the customer revokes or limits such approval or disapproval.
 - Records of approvals are maintained for at least one year.
 - The Company provides individual notice to customers when soliciting approval to use, disclose, or permit access to CPNI.
 - The content of the Company's CPNI notices complies with FCC rule 64.2008(c).

Opt-out

- The Company uses opt-out for the marketing of communications related services by its employees outside the category of service to which the customer subscribes and for affiliate marketing of any communications related services. When the Company uses opt-out approval, the Company provides notification by electronic or written methods and waits at least 30 days after giving customers notice and an opportunity to opt-out before assuming customer approval to use, disclose, or permit access to CPNI. The Company provides customers with opt-out notifications every two years. When using e-mail for opt-out notices, the Company complies with the additional requirements set forth in FCC rule 64.2008(d)(3). Additionally, the Company makes available to every customer an opt-out method, at no additional charge, that is available 24 hours a day, seven days a week.

Opt-in

- The Company uses opt-in approval for marketing by independent contractors and joint venture partners and for then marketing of non-communications related services by itself and its affiliates. When the Company uses opt-in approval, the Company provides notification consistent with FCC rule 64.2008(c).

One-time use

- After authentication, the Company uses oral notice to obtain limited, one-time approval for use of CPNI for the duration of a call. The contents of such notice comports with FCC rule 64.2008(f).

Additional safeguards

- The Company maintains for at least one year records of all marketing campaigns that use its customers' CPNI, including a description of each campaign and the CPNI used, the products offered as part of the campaign, and instances where CPNI was disclosed to third parties or where third parties were allowed access to CPNI. Such campaigns are subject to a supervisory approval and compliance review process, the records of which also are maintained for a minimum of one year.
- The Company has established a supervisory review process designed to ensure compliance with the FCC's CPNI rules for outbound marketing situations and maintenance of records.
- The Company designates one or more officers, as an agent or agents of the company, to sign and file a CPNI compliance certificate on an annual basis. The certificate conforms to the requirements set forth in FCC rule 64.2009(e).
- The Company will provide written notice to the Commission in accordance with the requirements of FCC rule 64.2009(f) if ever its opt-out mechanisms malfunction in the manner described therein.
- For customer-initiated telephone inquiries regarding or requiring access to CPNI, the Company authenticates the customer (or its authorized representative), through a pre-established password, without prompting through the use of readily-available biographical information. If the customer cannot provide a password, then the Company only discloses call detail information by sending it to the customer's address of record, or by calling the customer at the telephone number of record.
- For online customer access to CPNI through its online customer portal, Cypress Connexion, the Company authenticates the customer (or its authorized representative) without the use of readily available biographical or account information. After the customer has been authenticated, the Company utilizes a customer-established password to authorize account access. The Company establishes passwords and has employed back-up authentication for lost or forgotten passwords consistent with the requirements of FCC rule 64.2010(e).
- The Company discloses CPNI to customers at the Company's retail locations if the customer first presents a valid photo ID matching the customer's account information.
- The Company notifies customers immediately of any account changes, including address of record, authentication, online account and password related changes.
- The Company may negotiate alternative authentication procedures for services that the Company provides to business customers that have both a dedicated account representative and a contract that specifically addresses the Company's protection of CPNI.
- In the event of a breach of CPNI, the Company will notify law enforcement as soon as practicable and no later than seven (7) business days from discovering the breach. Customers will be notified after the seven (7) day period, unless the relevant investigatory party directs the Company to delay notification, or the Company and the investigatory party agree to an earlier notification. The Company will maintain a record of all CPNI security breaches, including a description of the breach and the CPNI involved, along with notifications sent to law enforcement and affected customers.